

# Quality Improvement Specialist

**Summary:** Responsible for data collection, analysis, and other administrative support activities related to clinical performance improvement. Supports efforts to meet National Committee for Quality Assurance (NCQA) standards, as well as other national and internal standards, as determined by executive leadership. Collaborates with Information Systems to ensure smooth collection and transmission of quality and performance improvement data. Completes regular health center reporting requirements as assigned and provides proactive suggestions for improvement. Able to identify and resolve process issues by collecting, utilizing and interpreting data.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

1. Supports QI/PI activities including, but not limited to; Patient Centered Medical Home (PCMH), Meaningful Use (MU), Uniform Data Set (UDS), Provider Peer Review, Disease Registries, Referral Tracking, health plan HEDIS measures and pay for performance programs.
2. Maintains population management system, including data entry, to ensure current and accurate data is available for specified patient groups. Audits registry data periodically and takes appropriate action.
3. Runs standard and ad hoc reports and performs analysis of information. Develops new reports as needed.
4. Responsible for agenda and minutes of the Performance Improvement Committee and other quality related meetings and activities.
5. Assists staff with workflow development in accordance with quality initiatives.
6. Evaluates and recommends improvements for the data capture process.
7. Performs quality audits on PI/QI data.
8. Creates, edits, and distributes data as directed.
9. Assists with other data and reporting needs as requested.
10. Participates in cross training and works as a team to facilitate patient care.
11. Contacts vendors for assistance as needed.

## **Education and/or Experience:**

1. High school degree with some college experience preferred.
2. Intermediate level skill with Microsoft Word, Excel, Outlook and Power Point.
3. Proficient with internet-based exploration and research.

4. Familiarity with using patient database applications. Ability to learn other software applications.
5. One year experience in health care, including phone contact and data entry.
6. Excellent written and verbal communication skills.
7. Demonstrated organizational skills with the ability to manage multiple priorities in a high-volume environment and work independently.
8. Demonstrated attention to detail.
9. Ability to interact in a calm and empathetic, yet professional and efficient manner.
10. Ability to establish and maintain effective working relationships.
11. Ability to consistently meet the department work schedule as designated.
12. Proficiency with computer applications including i2i Tracks/population management systems, electronic medical records, etc. preferred.
13. Experience in a medical environment, including patient registration and use of medical terminology preferred.
14. Experience in a community health center preferred.

**How to Apply:** Please apply at:

[https://workforcenow.adp.com/jobs/apply/posting.html?client=fhckzoo&jobId=32260&lang=en\\_US&source=CC3](https://workforcenow.adp.com/jobs/apply/posting.html?client=fhckzoo&jobId=32260&lang=en_US&source=CC3)

**Contact Information:**

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